

## **E-911 COMMUNICATIONS SUPERVISOR**

**DISTINGUISHING FEATURES OF THE CLASS:** This is specialized clerical and administrative position responsible for the coordination of the county-wide 911 system, including oversite of the computer aided dispatch system. This position differs from that of a Senior Dispatcher by the increased level of expertise required to perform the more difficult and complex issues received in the communication center, and the added responsibility of supervising the activities. The incumbent is responsible for the County's E-911 System database. Supervision is exercised over subordinate Communications staff. Employees in this class must exercise good judgment in response to emergency situations. Work is performed under general supervision of the Director of Emergency Services in accordance with established policy; Incumbents perform related work as required.

**TYPICAL WORK ACTIVITIES:** (Illustrative Only) Develops and implements standards, polices and procedures for Delaware County Communication Centers; Maintains database, trouble shoots and provides all data entry upkeep; Oversees and updates the CAD system maintenance and features including GPS addressing and mapping; Gathers data and prepares daily reports from the activity centers; Maintains communication with the NYSP to insure efficient operation of the activity center; Recommends equipment required for the system; Establishes and monitors quality assurance standards of the activity centers; Represents the center as required at meetings; Meets with county officials and Public Safety Committee as required to offer information on the system; Responsible for community outreach and public education of the E-911 system. Supervises subordinate Communications staff; Prepares schedules to ensure staff coverage of the Communications Center; Maintains training level of Communications staff.

**FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:** Thorough knowledge of emergency communications practices and procedures; Thorough knowledge of the laws, regulations and guidelines relative to the operation of an Enhanced 911 system; Good knowledge of the policies and practices of administration management and supervision; Good knowledge of the geographical makeup of the county; Good knowledge of equipment utilized in an E-911 system; Good knowledge of functions and operations of county police, fire and EMS services; Good knowledge of police terminology, procedures and equipment; Ability to operate a personal computer accurately; Ability to maintain records and prepare written reports; Ability to understand and follow oral and written directions; Ability to multi-task and retain information; Dependability; Tact and Courtesy; Mental alertness; Good judgment; Physical condition commensurate with the demands of the position.

**MINIMUM QUALIFICATIONS:**

- A. Graduation from high school or possession of a high school equivalency diploma; AND
- B. Five (5) years full time experience in public safety and five (5) years experience as a volunteer or paid EMT or fire department member; and tow (2) years supervisory experience; OR
- C. Five (5) years experience with a wireless communications system/911 system, which includes clerical and data entry experience and two (2) years supervisory experience.
- D. An equivalent combination of training and experience as indicated above.

**NOTE:** Verifiable volunteer or unpaid experience involving an E911 system may be substituted for paid experience.

**NOTE:** A valid New York State driver=s license is required at time of appointment and maintained during employment.

**SPECIAL REQUIREMENTS:** NYS DCJS Clearance; Successful certification as a NYSPIN operator within 6 (six) months of appointment.

Approved 8/11/21  
Reviewed: 8/15/25